



**QUARTERLY WORK PROGRAM PROGRESS REPORT  
OCTOBER – DECEMBER 2010**

**NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD**

**October 2010 – December 2010 Quarterly Progress Report  
PROGRAM HIGHLIGHTS**

I. COMMUTER OPERATIONS CENTER

A. Ridematching Coordination and Technical Assistance

The Commuter Connections Ridematching Committee met on December 21, 2010. COG/TPB staff prepared the agenda, meeting notes, and meeting handouts. Highlights from the meeting included: discussion of upcoming fairs and promotions, Employer Record Interface Changes, School Pool Application Demonstration and an introduction to a Facebook Application for Commuter Connections.

The FY 2012 CCWP timeline was prepared for review by the State TDM Work Group and the Commuter Connections Subcommittee in October. A draft FY 2012 CCWP document was prepared for review and comment in November for both the STDM Work Group and the Commuter Connections Subcommittee. The document was updated based on comments received and presented again in December to the STDM Work Group for review and comment.

STDM Work Group meetings were held on October 12<sup>th</sup>, November 9<sup>th</sup>, and December 14<sup>th</sup>.

COG/TPB staff prepared the agenda, meeting notes, and meeting handouts and participated in the Commuter Connections Subcommittee meeting that was held on November 16<sup>th</sup>. Highlights from the meeting included: endorsing for release the FY2010 Bike to Work Day Event Report, 2010 Guaranteed Ride Home Applicant Survey Report, and the 2010 State of the Commute Technical Report. Other highlights from the meeting included an update from WMATA on changes to the SmartBenefits and SmartTrip, a presentation and discussion on the results from the 2010 Car free Day event, a review of the draft FY 2012 CCWP along with changes to the Commuter Connections Strategic Plan, a review of the updated geographic coverage area for the Guaranteed Ride Home program which now includes the Baltimore metropolitan region and St. Mary's County, and a briefing on the 1<sup>st</sup> quarter CCWP budget report.

A conference call meeting was held with the Commuter Connections Committee Structure work group on October 1<sup>st</sup>. COG/TPB staff hosted and participated in a Federal ETC Advisory Group meeting on October 13<sup>th</sup>. COG/TPB staff participated in a meeting with WMATA staff on a TPB/UPWP Technical Assistance project for carpooling to the Metro stations on October 28<sup>th</sup>. COG/TPB staff moderated a panel entitled

“Moving Forward: Workforce Transportation Policies and Programs” at the GOVGreen conference held in Washington DC on November 10<sup>th</sup>.

COG/TPB staff continued reviewing data for the Commuter Connections Resource Directory for the January 2011 publication that will be distributed in January.

COG/TPB staff continued to provide, on a bi-weekly basis, the End User Report and the Suspicious App-Code Report to all client sites.

COG/TPB staff followed up with new applicants from the District of Columbia, Arlington, VA and the rural locations in Maryland (for MTA) and Virginia. COG/TPB Staff provided vacation coverage for BMC and Harford County, MD staff. Electronic matchletters were sent whenever possible and paper matchletters were sent otherwise.

COG/TPB staff distributed the follow-up report: (Commuters whose records expire in October 2010, November 2010 and December 2010) on the first business day of the preceding month and commenced with the purge process at that time. Commuters may first be contacted by telephone by the local ridematching agency. If the commuter was unresponsive, COG/TPB staff then contacts them via electronic or paper purge letter. If the commuter remains unresponsive their record is marked as “deleted” for one year and in the following year is will be expunged from the database.

COG/TPB staff responded to technical support requests from Fairfax County and the City of Alexandria, Virginia as well as the Rideshare Program of Charlottesville, VA.

COG/TPB staff also provided technical support to the Tri-County Council for Southern Maryland, and the FDA as well as Frederick County, Maryland. A summary of the technical support provided to local Rideshare Agencies and their coordinators may be found at the end of this document.

B. Transportation Information Services

COG/TPB staff provided commuter traveler information on alternatives to the general public by telephone, web site, electronically and through printed information. Statistics on this project are available by viewing the Quarterly Work Program progress Report at the end of the document.

C. Transportation Information Software, Hardware, and Database Maintenance

COG/TPB staff continued with running the monthly purge process on the first workday of each month. Staff audited the results each month for quality assurance.

COG/TPB staff performed daily maintenance processes for the Commuter Connections TDM Software System. Staff monitored the web and database servers continually and made daily backups of the Oracle database.

COG/TPB staff held conference calls with Base Technologies to advance the development mission. The calls were held October 4th, November 8th, and December 13th.

COG/TPB staff produced mailing labels for local agencies' newsletters.

COG/TPB staff enhanced and fixed problems in the reports module in the TDM System and developed a whole new commuter detail list report.

COG/TPB staff worked with the contracting team to implement changes, updates, and fixes to Charlottesville's School Pool program interface.

COG/TPB staff continued with porting the current TDM source code to make it compatible with the next version of the web server.

D. Commuter Information System

COG/TPB staff updated transit, park and ride lot and bicycle route information for the regional TDM software system and the interactive commute options (park and ride) interactive web map.

COG/TPB staff continued to maintain and monitor the ArcGIS server that provides the park and ride lot map.

II. REGIONAL GUARANTEED RIDE HOME PROGRAM

A. General Operations and Maintenance

COG/TPB staff continued sending weekly registration and re-registration cards to Guaranteed Ride Home program applicants. Those applicants whose records were expiring were contacted to update their information.

COG/TPB staff processed taxi and car rental invoices and transit vouchers.

COG/TPB staff monitored and maintained the GRH database and server.

B. Process Trip Requests and Provide Trips

Between the months of October and December, there were 1,507 GRH applications received. A total of 1,353 applicants were registered (1,353 new applicants and 35 previous "one-time exception" users) and 1,958 commuters were re-registered. During the same time period, the GRH program provided 979 GRH trips. Seventy-nine (79) of these trips were "one-time" exceptions accounting for 15% of the total number of GRH trips provided. "Personal illness" accounted for the largest portion of the GRH trip reasons followed by "Child Care". As of December 31st, a total of 11,972 commuters are currently registered in the GRH database.

COG/TPB staff continued to monitor the Guaranteed Ride Home program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

COG/TPB staff processed and paid invoices for all GRH service providers.

III. **MARKETING**

A. TDM Marketing and Advertising

During the fall umbrella campaign, radio was used as an anchor medium for the campaign with a broad mix of radio stations. The campaign also reached out to Spanish-speaking commuters with spots running on VIVA.

Both the Guaranteed Ride Home and Ridematching campaigns had two radio spots each, evenly rotated, to promote the benefits of the respective Commuter Connections programs. The radio campaign alternated between Rideshare and Guaranteed Ride Home weeks from October 4th through December 12th. The fall 2010 newsletter and Federal ETC insert were completed. Newsletter articles included a lead story on the State of the Commute Program. Other articles included Employer Recognition Awards Nomination Period, Free Employee Surveys, Changes to SmartBenefits, and 'Pool Rewards Newsletter. In addition, inserts were also placed online. Schedules for the winter 2011 newsletter were also prepared and distributed, article subjects were selected, and text drafts developed.

During the fall campaign, radio stations supported Commuter Connections' Rideshare Tuesday campaign during the weeks when Rideshare spots were running. Radio stations provided additional on-air mentions, sponsorships or PSAs asking listeners to consider making Tuesday, a Rideshare Tuesday. During the weeks that GRH spots ran, radio stations provided additional on-air mentions, sponsorships or PSAs

to promote the GRH program. In addition, COG/TPB staff took part in an interview on the Hispanic radio station, VIVA.

WRQX ran a Rideshare Reward contest to raise awareness of alternative commute options. On-air promotional announcements encouraged listeners to the MIX 107.3 website to tell about their rideshare stories. Winners received a dinner at Chipotle for the carpool.

Banner ads started at the beginning of October, and ran through the end of December 2010. Placement was made on wtop.com, TBD.com, and sigalert.com. TBD.com is a local news website launched in August 2010, as part of the ABC7 TV/News Channel 8 Group. Sigalert.com is a California-based traffic website that went national in October 2010.

An online qualitative survey was conducted November 2<sup>nd</sup> – 7<sup>th</sup>, 2010 with 591 respondents to rate concepts for the upcoming Rideshare and Guaranteed Ride Home Spring 2011 campaigns. Respondents were asked demographic, behavioral and attitudinal related questions. Results of the qualitative research were presented at the December 21, 2010 Regional TDM Marketing Group meeting.

COG/TPB staff ordered giveaway items for transportation fairs.

COG/TPB staff updated both online and print GRH guidelines to represent new geographical coverage area to include the Baltimore region and St. Mary's county and the online map was updated as well. WPGC radio ran 10 second live reads to promote GRH in Baltimore.

COG/TPB staff replenished the GRH Re-registration brochures and GRH Welcome and Re-registration letters.

A print ad appeared each Friday in the weekly Hispanic newspaper, El Tiempo Latino from October through mid December.

COG/TPB staff regularly updated and maintained the Extranet for posting marketing and advertising materials for review by Commuter Connections Committees.

COG/TPB staff performed regular updates to social networking website, Facebook.

COG/TPB staff and the contractor developed and implemented the regional TDM marketing earned media plan.

The Regional TDM Strategic Marketing Plan and Resource Guide was finalized and approved at the December 21, 2010 Regional TDM

Marketing Group meeting. This annual guide serves as a resource for TDM products, research and planned marketing activities conducted within the Washington metropolitan region.

Advertisements were included in printed and electronic telephone directories throughout the Washington region under the carpool and vanpool services category.

COG/TPB staff maintained the Commuter Connections web site including refreshing the rotating flash file images on the home page. COG/TPB staff provided customer support for the Commuter Connections Bulletin Board.

COG/TPB staff Managed and oversaw marketing/advertising/public relations contractors, implemented regional marketing campaign and processed media placement invoices.

COG/TPB staff prepared the agenda, meeting notes, and meeting handouts and participated in a Regional TDM Marketing Group meeting held on December 21, 2010. The draft FY 2011 1st Half Marketing Campaign Summary Report was distributed as well as a final Draft of the FY 2011 Regional TDM Resource Guide and Strategic Marketing Plan, which was approved. Presentations were made by the Commuter Connections advertising contractor to include recent FY 2011 Marketing activity and visuals of the FY 2011 spring Marketing Campaign.

The FY 2011 Marketing Workgroup reviewed and commented on creative print concepts and draft radio scripts developed for the spring 2011 campaign. Feedback helped narrow the direction and refine the materials.

New direct mailers were developed by the contractor and COG/TPB staff and sent to 400,000 households in the Washington metropolitan region. Two different mailers were created to reflect the new FY11 concepts "Save Half" for Rideshare and "Don't Flip Out" for GRH and one. The mailers were sent to individuals, ages 25-54 years old, with a \$50,000 or more annual household income.

B. Bike to Work Day

The contractor and COG/TPB staff began the 2011 Bike to Work Day event sponsorship drive in October and secured and invoiced several sponsors. COG/TPB staff worked on finalizing outstanding sponsor collections from 2010 Bike to Work Day event.

COG/TPB staff prepared for and held the November 10th Steering Committee meeting. Topics included approval of the Bike to Work Day

2010 report, sponsor update, discussion of new pit stops and selection of color theme.

COG/TPB staff completed pricing bid for 2011 event T-Shirt printing and obtained samples for January meeting. Poster concepts developed for presentation to Committee in January.

COG/TPB staff prepared the agenda and meeting materials for January Steering Committee meeting and announcement posted late December.

C. Employer Recognition Awards

A task schedule was developed by COG/TPB staff to outline all associated deliverables involved with planning the Employer Recognition Awards event.

The 2011 awards application brochure and nomination form was developed, finalized and distributed by COG/TPB staff and the contractor for Level 3 & 4 employers throughout the region. An online version of the awards nomination form was also developed and deployed by the contractor and COG/TPB staff.

Additional distribution channels for the nomination brochure included a mailing to top level executives and the Employer Outreach Sales Representatives. Email blasts were sent to employers and through GSA's telework List Serv. Employer Award links were placed on the Commuter Connections and Council of Governments home pages.

A request for bid was sent out to venues for hosting the 2011 Employer Recognition Awards event. The National Press Club was retained as the venue for June 2011.

D. 'Pool Rewards

The Commuter Connections 'Pool Rewards incentive program was re-launched and opened to all SOV commuters in the Washington DC region without restriction to travel patterns. The 'Pool Rewards program offers a cash incentive to encourage drive alone commuters to change their commute behavior by trying carpooling.

9" x 6" postcards were developed by the contractor and COG/TPB staff and sent to Employee Transportation Coordinators to encourage them to promote the program to employees. A special url and redirect was set up by COG/TPB staff along with an online ETC entry form as part of an incentive contest for employers. The special web address set up for contest was [www.commuterconnections.org/PoolRewardsContest](http://www.commuterconnections.org/PoolRewardsContest). COG/TPB



staff secured prizes for ETC contest giveaway. An article was placed in the Fall Commuter Connections newsletter to promote the contest.

A press release announcing the re-launch of 'Pool Rewards was sent out in November followed by interviews with COG/TPB staff from the following news organizations: Gazette Newspapers, WMAL, and a local News Service for NBC, FOX and WUSA and Hispanic radio station, VIVA.

Marketing outreach to area commuters included live radio reads on WTOP and Facebook ads. The program was promoted on the Commuter Connections Facebook page and was tweeted by local media outlets on Twitter.

E. Car Free Day

COG/TPB staff conducted an analysis of Car Free Day pledge data and presented the results at the November 16th Commuter Connections Subcommittee meeting, along with a map of pledge participation by home zip code. Pledges for 2010 increased by 11.5%, reaching 6,918.

Prize winners were notified and prizes were distributed. The grand prize was an iPad, courtesy of Base Technologies, and second place was a bicycle courtesy of Kona Bicycles and the BicycleSPACE. COG/TPB staff Tweeted and posted iPad and bicycle winner photos on facebook and event web site.

COG/TPB staff sent thank you letters to prize donors and sent prizes to Car Free Day raffle winners.

IV. MONITORING AND EVALUATION

A. TERM Data Collection and Analysis

COG/TPB staff continued to review the draft FY 2010 State of the Commute Technical Report and the draft 2010 GRH Applicant report. The final draft of the 2010 State of the Commute Technical report was prepared and substantive changes were reviewed and discussed during the November 16<sup>th</sup> Commuter Connections Subcommittee meeting. The final draft was endorsed for release by the Commuter Connections Subcommittee on November 16<sup>th</sup>. Work also began on assembling data from the 2010 State of the Commute survey for local jurisdictions.

The final draft of the 2010 GRH Applicant report was prepared and substantive changes were reviewed and discussed during the November 16<sup>th</sup> Commuter Connections Subcommittee meeting. The final draft was

endorsed for release by the Commuter Connections Subcommittee on November 16<sup>th</sup>. The final 2010 GRH Applicant report was prepared and posted on the publications page of the Commuter Connections web site and distributed to interested Commuter Connections network members.

COG/TPB Staff prepared and distributed the final and draft conformity reports for the fourth quarter of FY2010 and the first quarter of FY 2011. Staff began work on the 2<sup>nd</sup> quarter FY2011 conformity statement. COG/TPB staff also prepared and distributed the final and draft conformity reports for the third and fourth quarters of FY2010.

COG/TPB staff reviewed and distributed the timeline for the Bike To Work Day Event survey, Employer Telework Survey, and TERM Analysis report.

In October, monthly sales activity reports were received from Montgomery County, all other jurisdictions are outstanding. In November, monthly sales activity reports were received from Montgomery County, all other jurisdictions are outstanding. September and October monthly sales activity reports were received from Frederick County. November monthly sales activity reports were not received from Arlington, Frederick, and Prince George's Counties as well as the District of Columbia and Tri-County Council for Southern Maryland. In December, monthly sales activity reports were received from Montgomery, Arlington, Frederick, and Prince George's Counties as well as the District of Columbia and Tri-County Council for Southern Maryland.

Work continued on data collection for the 2010 Bike to Work Day event survey by the consultant. The contractor began reviewing the data collected from the 2010 Bike to Work Day event survey.

COG/TPB staff met with representatives from the FHWA and KCI Technologies on December 9<sup>th</sup> to discuss Commuter Connections evaluation data and information pertinent to the 14<sup>th</sup> Street Bridge Corridor EIS.

COG/TPB staff continued reviewing comments and making edits to the FY2010 draft GRH Applicant Survey Report and the 2010 draft State of the Commute Technical Report.

COG/TPB staff continued to review the draft FY 2010 State of the Commute Technical Report in October and November and the final draft report was presented and endorsed for release at the November 21<sup>st</sup> Commuter Connections Subcommittee meeting. COG/TPB staff continued to review the draft 2010 GRH Applicant report in October and November

the final draft report was presented and endorsed for release at the November 21<sup>st</sup> Commuter Connections Subcommittee meeting.

COG/TPB Staff prepared and distributed the final and draft conformity reports for the fourth quarter of FY2010 and the first quarter of FY 2011.

COG/TPB staff reviewed and distributed the timeline for the Bike To Work Day Event survey, Employer Telework Survey, and TERM Analysis report.

COG/TPB staff prepared the agenda, meeting notes, and meeting handouts and participated in a TDM Evaluation Group meeting that was held on October 19<sup>th</sup>. Highlights from the meeting included a review of the data collection activities for FY 2011 and a discussion of the results from the 'Pool Rewards demonstration project.

COG/TPB staff managed the activities of the TDM Evaluation contractor.

B. Program Monitoring and Tracking Activities

Staff completed the pit stop summary collections for the 2010 Bike to Work Day Report.

COG/TPB staff prepared the agenda, meeting notes, and meeting handouts and participated in the TDM Evaluation Group meeting held on October 19<sup>th</sup>. The FY 2011 data collection activities and timeline was reviewed and discussed and results from the initial survey from the 'Pool Rewards survey were presented and discussed. The announcement that the 'Pool Rewards carpool incentive program would be re-launched based on the survey results was also made.

COG/TPB staff prepared and distributed the September, October, and November FY 2011 Executive Summaries and the July – September FY 2011 CCWP Quarterly Progress Report.

COG/TPB staff conducted the mailing of GRH Customer Satisfaction Survey for September, October, and November 2010 program users. Commuters with email addresses were sent an email asking them to log into their account and take the survey. Commuters without an email address were sent a paper version of the survey. Commuters receive one survey per GRH trip taken. COG/TPB staff also analyzed the data received.

COG/TPB staff presented preliminary results of FY 2010 GRH Customer Satisfaction Survey at the December 21, 2010 Regional TDM Marketing Group meeting.

COG/TPB staff tracked the effectiveness of the regional TDM advertising campaigns through call volumes and internet visits. COG/TPB staff compiled marketing lead analysis and campaign results as part of the FY 2011 1st Half Marketing Campaign Summary Draft Report.

COG/TPB staff collected data was collected for the finalization of the FY 2010 4<sup>th</sup> quarter Employer Outreach conformity report as well as the 1st and 2<sup>nd</sup> quarter FY11 conformity reports.

COG/TPB staff created an Employer site survey for Inova Fairfax Hospital. COG/TPB staff also created and generated reports from the data collected.

COG/TPB staff continued to work with the VHB team for the changes, improvement, testing and updating database to the Employer Survey archive database application.

COG/TPB staff worked with the contractor to resolve technical issues with the Employer survey database.

## V. EMPLOYER OUTREACH

### 1. Regional Component Project Tasks

#### A. Regional Employer Database Management and Training

In October, staff coordinated, facilitated, and presented information at the two ACT! On-line training sessions held on October 5<sup>th</sup> and 12<sup>th</sup>. COG/DTP Staff worked with Stewart Technologies and COG/OTPS to rectify database operational matters.

In November, COG/DTP staff worked with Stewart Technologies and COG/OTPS to rectify database operational matters. COG/DTP staff and the technical consultant conducted the user survey for the October training sessions.

In December, COG/DTP staff handled several Technical issues were highlighted by end users for the ACT! Database. COG/TPB, COG/TPS staff continued work on addressing problems.

#### B. Employer Outreach for Bicycling

Staff coordinated with the USDOT on a federal bikeshare informational session to be held at COG in November. There were no activities to report on for the months of November and December. The USDOT session was cancelled.

2. Jurisdictional Component Project Tasks

A. MD Local Agency Funding and Support

Maryland jurisdictions continued with implementation of their respective employer outreach programs. COG/DTP staff assisted in distribution of collateral materials for outreach efforts.

B. DC, MD, and VA Program Administration

COG/TPB staff worked on the development of a LEED certification brochure for the region.

COG/TPB staff also worked on addressing the use of the regional Employer Survey template for LEED certification with the USGBC. A meeting was held on November 29<sup>th</sup> at USGBC offices to review and discuss the issue.

Sales support calls were set up and conducted with Employer Outreach sales representatives in DC and Maryland.

On December 3<sup>rd</sup>, COG/TPB staff met with Justin Schor, UrbanTrans; and Peggy Schwartz, North Bethesda TMD, to discuss the production of a LEED brochure and to also discuss upcoming opportunities to incorporate TDM into LEED certification through the USGBC.

COG/TPB staff met with TranBen representatives on December 1<sup>st</sup> to discuss their transit benefit program service for employers.

An Employer Outreach Sales Research Training Session was held at COG on December 6<sup>th</sup>.

The Employer Outreach Committee meeting was held on October 19<sup>th</sup> – topics included: SmartBenefits changes; ACT! Database updates; Carbon footprint calculator, and regional Telework updates.

VI. MARYLAND TELEWORK

A. General Assistance and Information

COG/TPB staff completed and released three new Telework case studies in October, including: the Nuclear Regulatory Commission, Clean Currents, and United States Pharmacopeia Convention (USP).

Work began to identify potential employers in Maryland for new Telework case studies.

COG/TPB staff presented telework information and recent trend data to members of the Chevy Chase/Bethesda Chamber of Commerce on November 12<sup>th</sup>. The on-call assistance program was also presented and discussed.

COG/TPB staff began work with the Telework Exchange to begin promoting National Telework Week.

COG/TPB staff and the consultant discussed possibilities for the Employer Telework training session.

COG/TPB staff presented information on regional telework trends and the Maryland Telework program during the ACT Chesapeake Chapter conference held on December 1<sup>st</sup>.

COG/TPB staff attended the Telework Exchange Visionary Committee meeting on December 7<sup>th</sup> to present information on regional telework trends and the Maryland Telework program.

COG/TPB staff spoke with representatives from Clean Currents on December 8<sup>th</sup> regarding telework initiatives and opportunities.

## VII. GUARANTEED RIDE HOME BALTIMORE PROGRAM

### A. General Operations and Maintenance

COG/TPB staff performed a soft-launch of the GRH – Baltimore program during September 2010. The program continued to enroll new applicants during October thru December 2010.

COG/TPB staff continued sending weekly registration cards to Guaranteed Ride Home program applicants. Those applicants whose records were expiring were contacted to update their information.

COG/TPB staff processed taxi and car rental invoices and transit vouchers.

COG/TPB staff monitored and maintained the GRH database and server.

COG/TPB staff reviewed GRH Program participation guidelines and updated them to include the Baltimore Metropolitan Region and St. Mary's County, Maryland.

### B. Process Trip Requests and Provide Trips

Between the months of October and December, there were 580 GRH Baltimore applications received. A total of 613 applicants were registered (610 new applicants and 3 previous "one-time exception" users). During the same time period, the GRH program provided 33 GRH trips. 4 of these trips were "one-time" exceptions accounting for 14% of the total number of GRH trips provided. "Overtime" accounted for the largest portion of the GRH trip reasons followed by "Personal Illness". As of December 31st, a total of 624 commuters are currently registered in the GRH Baltimore program.

COG/TPB staff continued to monitor the GRH Baltimore program and was involved in the trip approval process when the issue became escalated beyond the scope of authority of the dispatch agent.

COG/TPB staff processed and paid invoices for all GRH Baltimore service providers.

**Technical Assistance to Local Agencies  
October- December 2010**

Agency	Date Reported	Acknowledgement of Receipt	Notice of Resolution	Nature of the Problem
<b>OCTOBER 2010</b>				
TJPCD	Mon 10/4/2010 11:11 AM	Mon 10/4/2010 11:11 AM	Mon 10/4/2010 11:11 AM	Move commuter to Commuter Connections site
TJPCD	Mon 10/4/2010 11:21 AM	Mon 10/4/2010 11:21 AM	Mon 10/4/2010 11:21 AM	Move commuter to Commuter Connections site
TJPCD	Wed 10/6/2010 2:29 PM	Thu 10/14/2010 2:30 PM	Thu 10/14/2010 2:31 PM	Move commuter to Commuter Connections site
TJPCD	Mon 10/11/2010 2:07 PM	Wed 10/13/2010 12:19 PM	Thu 10/14/2010 2:31 PM	Move commuter to Commuter Connections site
TJPCD	Tue 10/12/2010 12:13 PM	Wed 10/13/2010 12:19 PM	Thu 10/14/2010 2:31 PM	Move commuter to Commuter Connections site
TJPCD	Wed 10/13/2010 10:40 AM	Wed 10/13/2010 12:19 PM	Thu 10/14/2010 2:31 PM	Move commuter to Commuter Connections site
Fairfax County	Wed 10/13/2010 2:15 PM	Wed 10/13/2010 4:46 PM	Thu 10/14/2010 2:28 PM	GRH Re-registration
Frederick County	Wed 10/20/2010 11:26 AM	Thu 10/21/2010 11:28 AM	Thu 10/21/2010 4:08 PM	Frederick County report data
Tri-County	Fri 10/22/2010 1:56 PM	Fri 10/22/2010 2:30 PM	Mon 10/25/2010 10:12 AM	Active car/vanpool report question
TJPCD	Mon 10/25/2010 11:19 AM	Mon 10/25/2010 12:34 PM	Mon 10/25/2010 12:34 PM	Move commuter to Commuter Connections site
TJPCD	Tue 10/26/2010 1:47 PM	Tue 10/26/2010 4:45 PM	Wed 10/27/2010 9:46 AM	Move commuter to Commuter Connections site
TJPCD	Wed 10/27/2010 11:35 AM	Wed 10/27/2010 2:59 PM	Fri 10/29/2010 10:10 AM	Move commuter to Commuter Connections site
BMC	Wed 10/27/2010 4:38 PM	Thu 10/28/2010 9:49 AM	Fri 10/29/2010 10:16 AM	Quarterly statistics
TJPCD	Fri 10/29/2010 11:39 AM	Fri 10/29/2010 1:54 PM	Fri 11/5/2010 10:34 AM	Move commuter to Commuter Connections site
FDA	Fri 10/29/2010 12:47 PM	Fri 10/29/2010 1:54 PM	Fri 11/5/2010 12:01 PM	GRH Registration data
<b>NOVEMBER 2010</b>				
Tri-County	Fri 11/5/2010 10:13 AM	Fri 11/5/2010 10:15 AM	Fri 11/5/2010 10:31 AM	School Pools questions
TJPCD	Thu 11/11/2010 10:00 AM	Fri 11/12/2010 11:14 AM	Fri 11/12/2010 2:09 PM	Questions regarding commuter to commuter communication via TDM
TJPCD	Thu 11/11/2010 10:06 AM	Fri 11/12/2010 11:14 AM	Fri 11/12/2010 2:09 PM	Move commuter to Commuter Connections site
FDA	Fri 11/12/2010 7:05 AM	Mon 12/20/2010 6:14 PM	Mon 12/20/2010 6:14 PM	Address update
TJPCD	Tue 11/16/2010 2:21 PM	Tue 11/16/2010 2:21 PM	Wed 11/24/2010 11:26 AM	Move commuter to Commuter Connections site
TJPCD	Wed 11/24/2010 9:48 AM	Wed 11/24/2010 9:48 AM	Mon 11/29/2010 2:13 PM	Move commuter to Commuter Connections site
<b>DECEMBER 2010</b>				
TJPCD	Tue 12/7/2010 4:30 PM	Wed 12/8/2010 10:04 AM	Fri 12/10/2010 11:07 AM	Move commuter to Commuter Connections site
Frederick County	Wed 12/8/2010 4:14 PM	Wed 12/8/2010 4:14 PM	Fri 12/10/2010 11:07 AM	Bad email addresses to be removed from the TDM System
Alexandria City	12/13/2010 11:42 AM	Mon 12/13/2010 11:52 AM	Mon 12/13/2010 11:55 AM	Contacting commuters who are not sharing contact info
TJPCD	Tue 12/14/2010 3:04 PM	Wed 12/15/2010 5:56 PM	Thu 12/16/2010 3:41 PM	Move commuter to Commuter Connections site
TJPCD	Wed 12/29/2010 4:09 PM	Thu 12/30/2010 10:42 AM	Tue 1/4/2011 4:37 PM	Move commuter to Commuter Connections site





**TDM SERVICES**

**REGIONAL SUMMARY - COMMUTER CONNECTIONS GROUP  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
COG Rideshare Applicants (New and Re-apps)	278	361	396
Locals Rideshare Apps (New and Re-apps)	2,489	2,938	1,876
Matchlists Requested	5,308	5,167	4,920
Transit Applicants/Info Sent	143	175	175
GRH Washington Applicants	1,507	1,661	1,350
GRH Washington Rides Provided	979	805	824
GRH Baltimore Applicants	580	N/A	N/A
GRH Baltimore Rides Provided	33	N/A	N/A
Telework Info Requests	33	37	15
Phone/Fax	2	1	0
Internet	3,543	2,848	3,176
Kiosk	N/A	N/A	N/A
Employer Applicants	0	0	0
Total Hits on website	42,374	26,260	38,984
<b>TOTAL INPUT</b>	<b>57,269</b>	<b>40,253</b>	<b>51,716</b>



**TDM SERVICES**

**ALEXANDRIA  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, FY 2010</b>
Rideshare Applicants	19	17	13
Matchlists Sent	59	33	19
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	24	12	25
GRH Baltimore Applicants	2	N/A	N/A
Telework Information Requests	2	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**ARLINGTON  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	15	25	12
Matchlists Sent	70	81	78
Transit Applicants and Info Sent	1	1	1
GRH Washington Applicants	28	35	27
GRH Baltimore Applicants	1	N/A	N/A
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	8	3	0
Employers Contacted (New)- Visit	5	2	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	213	125	0
Employers Contacted (Follow up)- Visit	9	4	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	6	2	0
Level 2	0	0	0
Level 3	2	1	0
Level 4	0	0	0

TDM SERVICES

ANNE ARUNDEL  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	34	22	16
Matchlists Sent	148	154	70
Transit Applicants and Info Sent	5	11	3
GRH Washington Applicants	71	48	26
GRH Baltimore Applicants	17	N/A	N/A
Telework Information Requests	3	7	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

BALTIMORE CITY  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	80	58	15
Matchlists Sent	148	82	33
Transit Applicants and Info Sent	6	0	2
GRH Washington Applicants	45	2	7
GRH Baltimore Applicants	276	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

BMC

OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	10	25
Matchlists Sent	121	50	141
Transit Applicants and Info Sent	3	0	0
GRH Washington Applicants	45	21	9
GRH Baltimore Applicants	81	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



TDM SERVICES

BWI BUSINESS PARTNERSHIP  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	1	5
Matchlists Sent	34	11	24
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	6	6	2
GRH Baltimore Applicants	40	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

COG - DC/DE/PA/WVA/VA  
 OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	253	301	233
Matchlists Sent	715	776	543
Transit Applicants and Info Sent	28	29	15
GRH Washington Applicants	131	378	251
GRH Baltimore Applicants	52	N/A	N/A
Telework Information Requests	4	2	0
Employers Contacted (New)- Phone	9	0	0
Employers Contacted (New)- Visit	2	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	374	0	0
Employers Contacted (Follow up)- Visit	7	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	4	0	0
Level 2	0	0	0
Level 3	4	0	0
Level 4	1	0	0

**TDM SERVICES**

**FAIRFAX  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	166	203	199
Matchlists Sent	809	881	858
Transit Applicants and Info Sent	18	19	12
GRH Washington Applicants	162	190	213
GRH Baltimore Applicants	7	N/A	N/A
Telework Information Requests	6	4	3
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**FDA  
OCTOBER - DECEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	24	14	0
Matchlists Sent	35	4	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	22	9	0
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

FREDERICK  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	26	34	23
Matchlists Sent	135	171	150
Transit Applicants and Info Sent	5	2	1
GRH Washington Applicants	43	50	30
GRH Baltimore Applicants	11	N/A	N/A
Telework Information Requests	1	1	1
Employers Contacted (New)- Phone	0	0	8
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	10	0	5
Employers Contacted (Follow up)- Visit	1	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

GW RIDE CONNECT  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	373	313	146
Matchlists Sent	351	353	296
Transit Applicants and Info Sent	10	12	7
GRH Washington Applicants	189	157	163
GRH Baltimore Applicants	1	N/A	N/A
Telework Information Requests	5	1	3
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**HARFORD**

**OCTOBER - DECEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	25	17	15
Matchlists Sent	96	291	225
Transit Applicants and Info Sent	0	1	5
GRH Washington Applicants	19	29	5
GRH Baltimore Applicants	49	N/A	N/A
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**HOWARD  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	28	37	22
Matchlists Sent	0	0	113
Transit Applicants and Info Sent	3	1	4
GRH Washington Applicants	75	72	32
GRH Baltimore Applicants	21	N/A	N/A
Telework Information Requests	0	0	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



TDM SERVICES

LINK

OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	0	0	0
Matchlists Sent	4	0	0
Transit Applicants and Info Sent	0	0	0
GRH Washington Applicants	0	0	0
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

LOUDOUN  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	66	62	51
Matchlists Sent	279	305	238
Transit Applicants and Info Sent	7	3	1
GRH Washington Applicants	107	120	87
GRH Baltimore Applicants	1	N/A	N/A
Telework Information Requests	1	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MTA  
 OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	19	8
Matchlists Sent	115	103	79
Transit Applicants and Info Sent	1	1	0
GRH Washington Applicants	19	13	8
GRH Baltimore Applicants	9	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**BETHESDA TRANSPORTATION SOLUTIONS  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	25	39	33
Matchlists Sent	8	23	8
Transit Applicants and Info Sent	13	43	19
GRH Washington Applicants	1	2	2
GRH Baltimore Applicants	2	N/A	N/A
Telework Information Requests	2	10	2
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

MONTGOMERY COUNTY  
 COUNTYWIDE  
 OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	77	94	70
Matchlists Sent	385	271	229
Transit Applicants and Info Sent	10	11	6
GRH Washington Applicants	67	65	63
GRH Baltimore Applicants	2	N/A	N/A
Telework Information Requests	2	3	3
Employers Contacted (New)- Phone	29	12	24
Employers Contacted (New)- Visit	24	14	10
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	665	414	1,325
Employers Contacted (Follow up)- Visit	38	22	41
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	1	4
Level 2	6	4	16
Level 3	0	0	3
Level 4	0	1	0

\*Employer Outreach Totals for Montgomery County, MD are reported under the Countywide subtotal

**TDM SERVICES**

**MONTGOMERY COUNTY  
FRIENDSHIP HEIGHTS/ROCKVILLE  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	3	14	2
Matchlists Sent	9	26	19
Transit Applicants and Info Sent	0	3	0
GRH Washington Applicants	2	4	3
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

TRANSPORTATION ACTION PARTNERSHIP  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	58	34	117
Matchlists Sent	60	48	136
Transit Applicants and Info Sent	1	0	0
GRH Washington Applicants	4	10	2
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

SILVER SPRING  
 OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	10	11	8
Matchlists Sent	31	27	23
Transit Applicants and Info Sent	0	4	2
GRH Washington Applicants	9	4	6
GRH Baltimore Applicants	3	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



**TDM SERVICES**

**NATIONAL INSTITUTES OF HEALTH (NIH)  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	1	11	8
Matchlists Sent	14	68	32
Transit Applicants and Info Sent	0	0	3
GRH Washington Applicants	0	2	4
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	0	2
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**NATIONAL GUARD REDINESS CENTER  
OCTOBER - DECEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	5	N/A	N/A
Matchlists Sent	19	N/A	N/A
Transit Applicants and Info Sent	1	N/A	N/A
GRH Washington Applicants	5	N/A	N/A
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	N/A	N/A
Employers Contacted (New)- Phone	0	N/A	N/A
Employers Contacted (New)- Visit	0	N/A	N/A
Employers Contacted - Number of Potential (New)	0	N/A	N/A
Employers Contacted (Follow up)- Phone	0	N/A	N/A
Employers Contacted (Follow up)- Visit	0	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	0	N/A	N/A
New TDM Programs Established			
Level 1	0	N/A	N/A
Level 2	0	N/A	N/A
Level 3	0	N/A	N/A
Level 4	0	N/A	N/A

\*\*National Guard Rediness Center joined Commuter Connections in September 2010.

**TDM SERVICES**

**NSA - BETHESDA (NNMC)  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	5	2	0
Matchlists Sent	17	69	0
Transit Applicants and Info Sent	0	2	0
GRH Washington Applicants	1	9	0
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

\*NSA-Bethesda joined the Commuter Connections network in September 2009

**TDM SERVICES**

**NORTHERN NECK  
OCTOBER - DECEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	1	3	4
Matchlists Sent	5	21	6
Transit Applicants and Info Sent	0	1	0
GRH Washington Applicants	2	5	4
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	1	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**NORTHERN SHENANDOAH  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	20	15	18
Matchlists Sent	80	99	54
Transit Applicants and Info Sent	1	2	0
GRH Washington Applicants	13	10	14
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

PRINCE GEORGE'S  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	62	110	66
Matchlists Sent	174	160	105
Transit Applicants and Info Sent	4	5	12
GRH Washington Applicants	67	68	34
GRH Baltimore Applicants	5	N/A	N/A
Telework Information Requests	0	1	6
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

**TDM SERVICES**

**PRTC**

**OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	213	200	171
Matchlists Sent	1,116	857	399
Transit Applicants and Info Sent	14	12	7
GRH Washington Applicants	239	264	245
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	5	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

RAPPAHANNOCK-RAPIDAN  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	21	21	20
Matchlists Sent	163	113	113
Transit Applicants and Info Sent	5	3	0
GRH Washington Applicants	25	18	17
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	3	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0



TDM SERVICES

TRI-COUNTY

OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	30	35	73
Matchlists Sent	108	193	183
Transit Applicants and Info Sent	5	8	4
GRH Washington Applicants	86	71	35
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	1	2	1
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

TDM SERVICES

CHARLOTTESVILLE  
OCTOBER - DECEMBER 2010

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	71	72	0
Matchlists Sent	187	206	0
Transit Applicants and Info Sent	0	0	0
GRH Applicants	46	46	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

\*Charlottesville Rideshare partnered with Commuter Connections in March 2010.

**TDM SERVICES**

**RIDESHARE DELAWARE  
OCTOBER - DECEMBER 2010**

<b>Total Applicants and Services Provided</b>	<b>Current Quarter</b>	<b>Prior Quarter</b>	<b>Current Quarter, Prior FY</b>
Rideshare Applicants	0	N/A	N/A
Matchlists Sent	0	N/A	N/A
Transit Applicants and Info Sent	0	N/A	N/A
GRH Applicants	0	N/A	N/A
GRH Baltimore Applicants	0	N/A	N/A
Telework Information Requests	0	N/A	N/A
Employers Contacted (New)- Phone	0	N/A	N/A
Employers Contacted (New)- Visit	0	N/A	N/A
Employers Contacted - Number of Potential (New)	0	N/A	N/A
Employers Contacted (Follow up)- Phone	0	N/A	N/A
Employers Contacted (Follow up)- Visit	0	N/A	N/A
Employers Contacted - Number of Potential (Follow up)	0	N/A	N/A
New TDM Programs Established			
Level 1	0	N/A	N/A
Level 2	0	N/A	N/A
Level 3	0	N/A	N/A
Level 4	0	N/A	N/A

**TDM SERVICES**

**HAMPTON ROADS TRANSIT - TRAFFIX  
OCTOBER - DECEMBER 2010**

Total Applicants and Services Provided	Current Quarter	Prior Quarter	Current Quarter, Prior FY
Rideshare Applicants	223	152	0
Matchlists Sent	404	324	0
Transit Applicants and Info Sent	0	0	0
GRH Applicants	221	108	0
Telework Information Requests	0	0	0
Employers Contacted (New)- Phone	0	0	0
Employers Contacted (New)- Visit	0	0	0
Employers Contacted - Number of Potential (New)	0	0	0
Employers Contacted (Follow up)- Phone	0	0	0
Employers Contacted (Follow up)- Visit	0	0	0
Employers Contacted - Number of Potential (Follow up)	0	0	0
New TDM Programs Established			
Level 1	0	0	0
Level 2	0	0	0
Level 3	0	0	0
Level 4	0	0	0

\*Hampton Roads Transit - Trafix partnered with Commuter Connections in September 2009



**Table 1**

**National Capital Region Transportation Planning Board  
Commuter Connections Program  
Quarterly Activity and Impact Summary  
OCTOBER - DECEMBER 2010**

Commuter Connections Activity	This Quarter	Last Quarter	Since
			July 2010
<b>Total applicants/info provided:</b>	9,156	8,741	43,436
Rideshare applicants	2,313	1,722	14,247
Matchlists sent	5,448	5,407	29,384
Transit applicants/info sent	143	175	1,030
GRH applicants	2,087	1,674	10,627
Bike to work info requests	25	40	171
Telework info requests	33	37	155
<b>Internet users</b>	42,374	26,260	212,320
Internet applicants	3,543	7,044	23,730
<b>New employer clients</b>	46	15	250
Employee applicants	0	0	0

Program Impact Performance Measure	This Quarter	Last Quarter	Since July 2010
<b>Continued placements</b>	588	438	3,624
<b>Temporary/one-time placements</b>	284	212	1,751
<b>Daily vehicle trips reduced</b>	207	154	1,273
<b>Daily VMT reduced</b>	6,068	4,518	37,379
<b>Daily tons NOx reduced</b>	0.0028	0.00211	0.0176
<b>Daily tons VOC reduced</b>	0.0014	0.00106	0.0087
<b>Daily tons PM2.5 reduced</b>	0.00007	0.00005	0.0005
<b>Daily tons PM2.5 NOx reduced</b>	0.0027	0.00199	0.01648
<b>Daily tons GHG reduced</b>	2.9152	2	17.9564
<b>Daily gallons of gas saved</b>	305	227	1,878
<b>Daily commuter costs saved</b>	\$1,032	768	6,355

**NOTE:** Daily vehicle trips reduced is calculated by multiplying the number of placements by a vehicle trip reduction (VTR) factor. The VTR factor takes into account three types of placements. 1) Drive alone commuters that shift to a commute alternative, 2) current alternative commute users that shift to a higher occupancy commute mode, and 3) current commute alternative users that increase the number of days they use a commute alternative. Daily vehicle trips reduced include both trips to work and trips from work to home. Note the data for Kiosk users/applicants was eliminated in FY09, when the program was discontinued.

TABLE 2

COMMUTER CONNECTIONS APPLICATION ACTIVITY SUMMARY  
OCTOBER - DECEMBER 2010

	New Apps	Re-Apps	Follow Up	Total
ALEXANDRIA	19	5	31	55
ARLINGTON (COG)	15	9	72	96
ARTMA	34	19	27	80
BALTIMORE CITY	80	5	32	117
BMC	26	2	15	43
BWI BUSINESS PARTNERSHIP	5	4	35	44
COG	241	37	877	1,155
DISTRICT OF COLUMBIA	12	9	88	109
FDA	24	0	2	26
FAIRFAX COUNTY	166	101	1,354	1,621
FREDERICK	26	22	114	162
GW RideConnect	373	391	1,319	2,083
HARFORD	25	43	18	86
HOWARD	28	13	34	75
LINK	0	0	0	0
LOUDOUN	66	17	167	250
MTA	21	7	35	63
MONTGOMERY COUNTY				
Bethesda Transportation Solutions	25	27	98	150
Countywide	77	66	462	605
Friendship Heights/Rockville	3	5	16	24
North Bethesda TMD	58	35	199	292
Silver Spring	10	16	116	142
NIH	1	1	2	4
NSA - BETHESDA	5	1	0	6
NORTHERN NECK	1	1	2	4
NORTHERN SHENANDOAH	20	11	17	48
PRINCE GEORGE'S	62	130	18	210
PRTC	213	67	690	970
RAPPAHANNOCK-RAPIDAN	21	15	3	39
TRI - COUNTY	30	21	206	257
SOUTHERN AND CENTRAL VA AGENCIES (PRGM)				
CHARLOTTESVILLE	71	0	86	157
MIDDLE PENINSULA	0	0	0	0
HAMPTON ROADS - TRAFFIX	221	0	0	221
<b>TOTAL INPUT COMMUTER CONNECTIONS</b>	<b>1,687</b>	<b>1,080</b>	<b>6,049</b>	<b>8,816</b>
<b>TOTAL INPUT OUTER JURISDICTIONS</b>	<b>292</b>	<b>0</b>	<b>86</b>	<b>378</b>
<b>TOTAL INPUT (CC + OUTERS)</b>	<b>1,979</b>	<b>1,080</b>	<b>6,135</b>	<b>9,194</b>
<b>COMMUTER CONNECTIONS TOTAL NEW &amp; RE-APPLICANTS</b>		<b>2,767</b>		

